

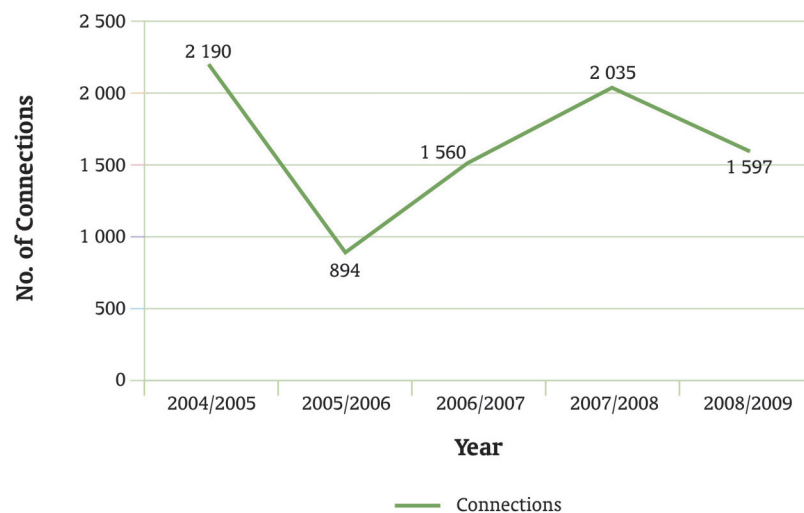


Figure 9: No. of Electricity Connections

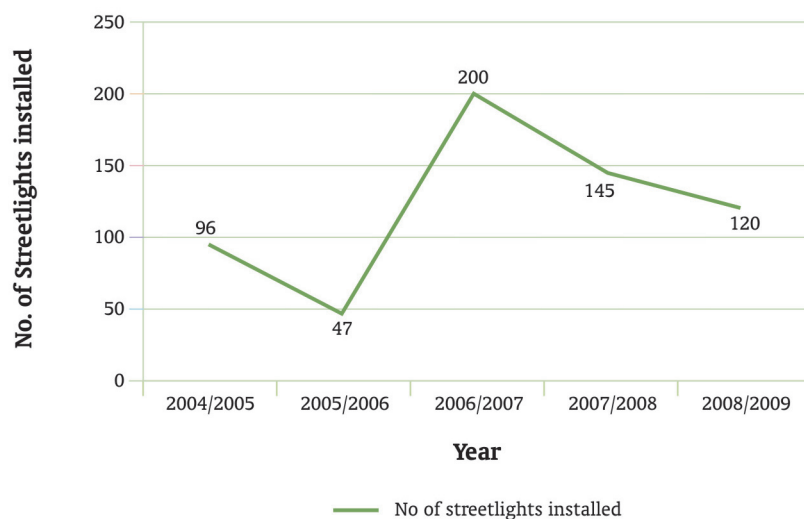


Figure 10: No. of Street Lights Installed

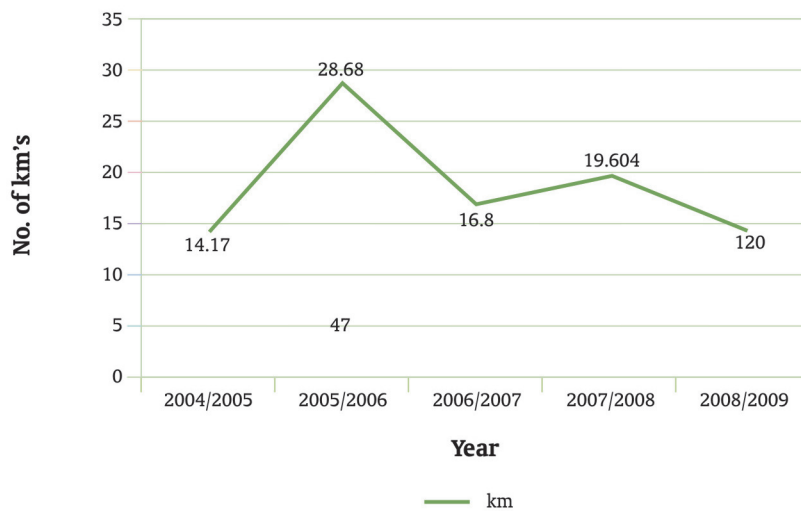


Figure 11: No. Kilometres of Road Resurfaced

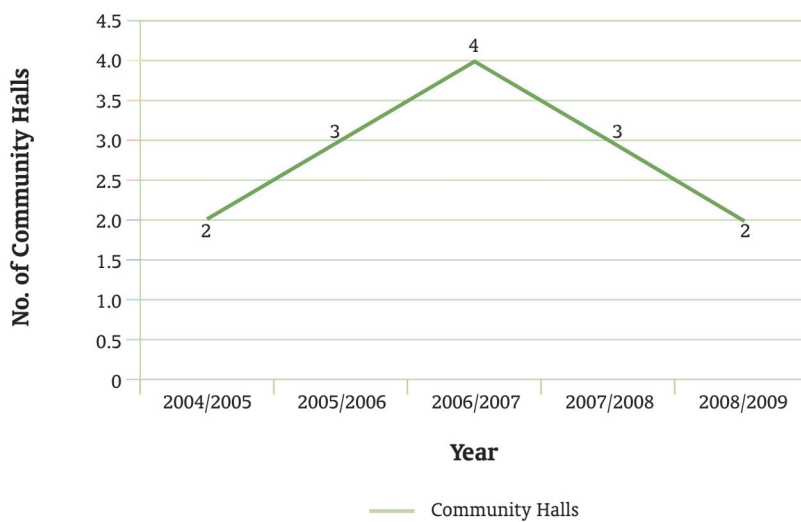


Figure 12: No. Community Halls Built



BUILDING CONTROLS

The following table shows the number of plans submitted, approved and completed during the current financial year:

Table 10: Plans Submitted, Approved and Completions

DESCRIPTION	PLANS SUBMITTED		PLANS APPROVED		COMPLETIONS	
	2007/2008	2008/2009	2007/2008	2008/2009	2007/2008	2008/2009
No. of Plans	1,270	1,228	1,338	1,197	492	563
Estimated Value of Construction (R,000)	2,470,683,700	2,112,229,000	2,637,604,400	1,595,780,900	675,969,450	1,220,738,410
Plan Fees (R,000)	5,485,591.80	4,213,679.44	5,152,942.05	3,719,063.42	-	-
TOTAL AREA	413,282	256,262	408,227	247,894	152,801	261,316

BUILDING AND ZONING PLANS 2008/2009

The following table reflects the number of building and zoning plan applications outstanding, new applications received for the current financial year:

Table 11: Building & Zoning Plans

CATEGORY	NO. OF APPLICATIONS OUTSTANDING 1 JULY 2008	NO. OF NEW APPLICATIONS RECEIVED 2008/2009	TOTAL ESTIMATED VALUE OF APPLICATIONS RECEIVED R'000	NO. OF APPLICATIONS OUTSTANDING 30 JUNE 2009
Residential (new)	8	301	1,246,764,000	7
Residential (additions)	14	173	59,906,000	4
Commercial	1	6	246,382,500	-
Commercial (additions)	0	-	-	-
Industrial	0	9	175,201,000	1
Recreational	0	2	32,216,000	-
Tourist Accommodation	0	3	94,465,000	-
Gatehouses	1	1	1,562,000	-
Public Sector	0	2	3,874,500	-
Public Sector (Additions)	0	-	00	-
Other (MBW; Pools; Walls; Deviations; etc)	12	616	84,185,000	9

INTEGRATED HUMAN SETTLEMENTS

Human Settlement Vision is:

“To build vibrant and better communities within the KwaDukuza area of jurisdiction, through the provision of habitable, stable and sustainable settlement opportunities”.

AFFORDABLE/MIDDLE INCOME PROJECTS

Lots of affordable middle income housing projects have been initiated but all of them are still at planning stage, e.g. Shakaville Ext, Riverside, Blythedale, Itulele, and Rocky Ridge.

Woodmead is the only project that is at installation of infrastructure.

PERFORMANCE HIGHLIGHTS

- During the 2008/2009 financial year KwaDukuza Human Settlement Section won the Govan Mbeki Ward Provincially and Nationally for building more than 17 000 houses within a five year period.
- The former President His Excellency Mr Kgalema Motlanthe visited KwaDukuza Municipality and expressed his gratitude about service delivery in terms of building houses for the community.
- Greatest number of indigents registered in the history of KwaDukuza - 13.6% increase for Free Basic Electricity and 7.7% increase for refuse indigents.

CHALLENGES

- Department of Land Affairs do not have funds to purchase land on behalf of the Municipality.
- Influx of people in communities seeking job opportunities, which impacts on our planning and increases the number of slums in our area of jurisdiction.
- Housing beneficiaries sell their houses because of poverty.
- The District Plan is not aligned to the Human Settlement Plan in terms of provision for water and sanitation in projects.

MUNICIPAL SERVICES

Municipal Services is primarily responsible for the provisions of essential services and service delivery. It consists of the following departments:

- Traffic & Protection Services
- Health Services
- Operations



TRAFFIC & PROTECTION SERVICES

The following tables reflect the highlights for the Traffic and Protection Services Department:

Table 12: Statistics on Traffic Offences

	WARRANTS OF ARREST	DRUNKEN DRIVING	SECTION 56 NOTICES	SECTION 341 NOTICES
July 2008	280	42	356	285
August 2008	250	22	658	250
September 2008	195	0	371	176
October 2008	0	0	479	302
November 2008	0	0	522	274
December 2008	46	13	382	204
January 2009	150	6	180	167
February 2009	84	6	439	192
March 2009	0	0	661	282
April 2009	0	0	642	199
May 2009	94	10	670	144
June 2009	200	12	507	145
TOTAL	1299	111	5867	2620

Crime Prevention

A Task Team was set up between SAPS and the Crime Prevention Unit to combat all spheres of serious crime - hijackings, murders, armed robberies, etc.

The following tables reflect the successes were achieved by the Crime Prevention Unit:

Table 13: Statistics on Arrests

DETAILS	TOTAL
Murder	-
Attempted Murder	-
Possession of Unlicensed Firearm	3
Recovery of Firearms	-
Recovery of Homemade Firearms	-
Possession of Ammunition	-
Theft of Motor Vehicles	3
Recovery of Motor Vehicles	-
Drunken Driving	79
Hi-Jacking	7
Possession of Dagga	56

DETAILS	TOTAL
Dealing in Dagga	2
Crimen injuria & Defamation of character	2
Section 36 - property suspected to be stolen	4
Section 37 - recovery of stolen property	1
Robbery	1
Kidnapping	1
Armed robbery	1
Rape	2
Unlawful possession of ammunition	5
Possession of dangerous weapon	2
Car breaking implement	1
Fraud	1
Dealing in Alcohol without licence	11
Drinking in Public	6
Reckless & negligent driving	2
Dealing in Fake DVD's	-
Armed Robbery	-
Housebreaking	1
Rock lobster without permit	1
Possession of stolen property	-
Displaying of false registration plates	1
Theft	3
Miscellaneous Arrests	-
Recovery of Miscellaneous Goods	-

Recoveries Statistics

Table 14: Statistics on Recoveries

DETAILS	TOTAL
Stolen Motor Vehicles	34
Firearms	3
Magazine (firearm)	1
Rounds live ammunition	43
Dagga	4 885 g
Nokia Cell phone	1
Dell laptop	1
LG projector	1
Rock lobster (Crayfish)	33
5 x Case quarts of beer & 11 x Dumpies Cider	16
Homebrewed liquor (Isishimeyane) recovered and destroyed	1 520 litres
Knives	2



2

FIRE AND EMERGENCY SERVICES

The following table reflects the statistics on emergency incidents:

Table 15: Emergency Incidents Statistics

DETAIL	NUMBER
Fires	
Fires involving structures	181
Fires involving bushes, etc	416
Fires Involving vehicles	57
Rescues/Emergency Medical Assistance	
Medical assistance	84
Vehicle accidents	101
Vehicle extrications	33
Hazardous Materials Incidents	6
Other (special services, hoax calls, false alarms, no service rendered)	39

Challenges

- Insufficient staff compliment.
- Insufficient vehicles, plant & equipment.
- An inadequate operational and capital budget.
- Incorrect geographical location of fire stations.
- Outdated Communications Network.

Re Active Services

- Operations.
- Training.

Pro Active Services

- Disaster Management.
- Communications (Communications Centre & Network).
- Fire Prevention.
- Fire Safety.
- Public Education, Information & Training.

2.2 Municipal Transformation & Institutional Development

CORPORATE SERVICES

Performance Highlights

- In partnership with KwaZulu-Natal Provincial Library Services a fully functional Internet Lab has been set up at the KwaDukuza Municipal Library. Both KwaDukuza Municipal and Stanger Manor Libraries have a 24 hour internet connection. Darnal Library was also provided with computers and plans have been finalized to setup an internet lab in Shakaskraal. Once all the network connections are finalized Munsoft will be installed at the libraries and an account enquiry service will be available at these libraries. This will benefit the communities served by these libraries immensely.
- An IT audit of hardware and software systems was conducted.
- Outdated IT equipment was identified and replaced.
- An Internal Customer Satisfaction Survey was conducted and a control system to measure the level and standard of the service rendered to our customers was introduced.
- The IT Helpdesk has been upgraded and a new in-house program is being used to log and monitor progress in dealing with customer calls. The system is service delivery focused and reports on service delivery and efficiency can now be generated.
- The IT server room has been upgraded and a humidity system, fire system and access control has been installed according to recognised ISO standards.
- A Plan Tracking System to improve service delivery in the Building Control Section was procured.
- An Electronic Document Control System was procured.
- The Electronic Fax System was upgraded to ensure proper records of faxes received are maintained.
- Various break-troughs have been obtained in complex legal issues in both estates and labour fields.
- The IT Department has successfully maintained internet connectivity for the International Mr Price Pro surfing competition and set up a surveillance camera to monitor the beach for the duration of the 2009 event.
- The Legal and Estates Section held successful tribunals to deal with disputes in respect of the discount benefit scheme and many of the disputes were resolved allowing for transfer of the properties to take place.
- All contracts of the municipality are drafted/amended by the Administrations & Legal Department and this function is no longer outsourced.
- The municipality was successfully defended in the High Court of South Africa and the Legal Section always ensures that the municipality is well represented at the trials.
- Approximately 458 officials attended 63 training courses and 84% of the funds provided for the implementation of the Workplace Skills Development Plan was spent.
- A Procedure Manual to improve the administration of staff records was compiled and introduced. A total of 243 files which amounts to 31% of all staff files were checked and brought up to the standards prescribed in the manual during the past six months.



- 92% of staff on post levels 1 to 4 attended a training course for Presiding Officers and Prosecutors in disciplinary hearings and the Procedure Manual for Disciplinary Hearings was reviewed and updated.
- Considerable progress was made in the improvement of the working environment of staff in Corporate Services
- Through the transfer of skills from service providers all IT Technicians has gained sufficient knowledge and experience and 90% of work done by the IT Department is now done in-house.
- The KZN Archives Department was impressed with the upkeep of Council's records and approved filing system and full compliance with previous inspection report suggestions and KwaDukuza Municipality has been recommended to be mentor to other struggling municipalities.
- KwaDukuza has received more than R300,000 training refund from LG SETA.
- All staff post level 5 and above were subjected to a competency level evaluation according to the requirements published by Regulations in terms of the MFMA. KwaDukuza Municipality is reportedly the only local authority in KwaZulu-Natal actively working towards empowering their staff before the deadline of January 2013.
- During the financial year Corporate Services utilized the allocated financial resources as follows:

Table 16: Utilisation of Allocated Financial Resources

DEPARTMENT	OPEX	CAPEX
Administration & Legal	83.24%	91.00%
Human Resources	85.21%	76.00%
Information Technology	86.88%	83.00%
Total Corporate Services	84.00%	83.49%

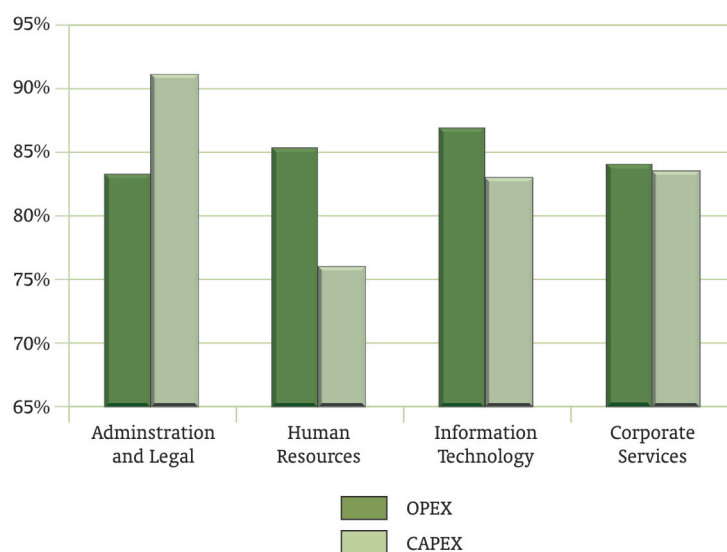


Figure 13: Utilisation of Allocated Financial Resources

Targeted reporting by Human Resources has placed focus on absenteeism with positive results.

- The IT Department in conjunction with the Youth Affairs Centre executed a community skills development project in Shakaskraal and Darnall and 24 members of the community participated in the project.
- The IT Department has assisted a number of students from IT Colleges in KwaDukuza with regard to practical training for their examinations.
- All in-service students employed by the IT Department over the past two years have found employment in their field of study before their contracts expired.

Attendance at Council and Committee Meetings for 2008/9.

Table 17: Attendance at Council Meetings

DESCRIPTION	ORDINARY MEETINGS	SPECIAL MEETINGS	AVERAGE ATTENDANCE
Council	7	3	88%
Executive Committee	23	9	82%
Local Public Administration & Human Resources	11	6	85%
Finance	11	1	83%
Economic Development, Planning, Community Development and Housing	11	2	79%
Infrastructure and Technical	11	1	89%
Amenities, Safety and Security	11	1	85%
Oversight Committee	1	-	100%
Performance Audit Committee	3	0	100%
Audit Committee	5	0	100%

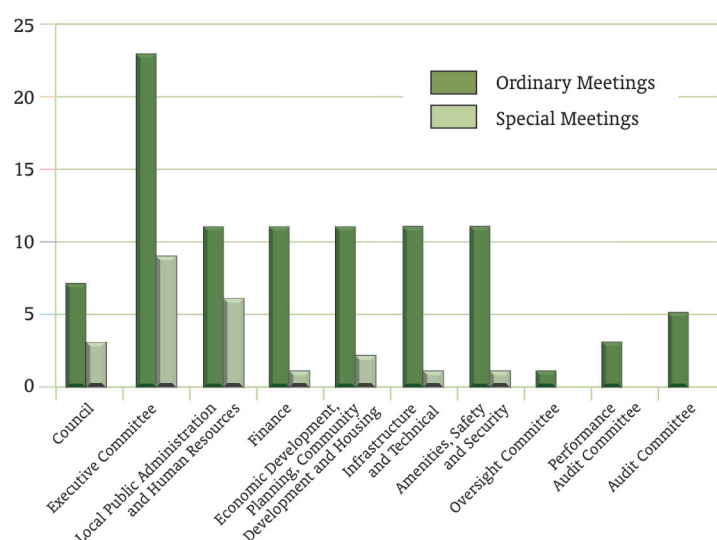


Figure 14: Attendance at Council Meetings



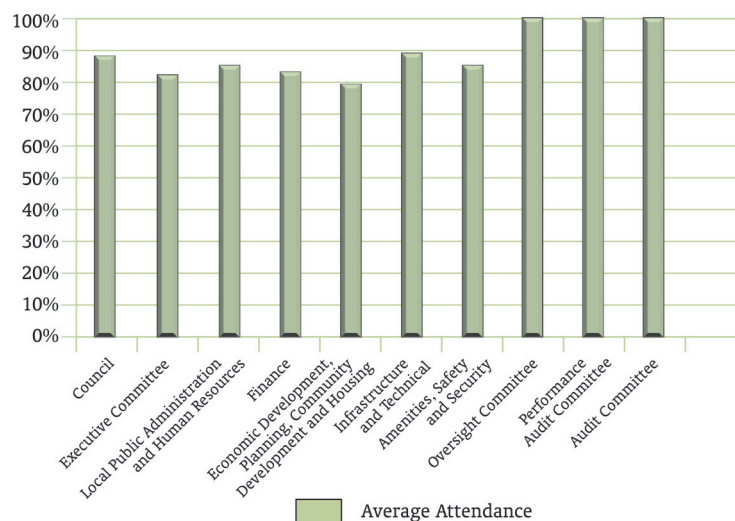


Figure 15: Average Attendance (%) at Council Meetings

Challenges

- Corporate Services was again unsuccessful in the building of internal capacity through the appointment of experienced and qualified staff in key positions in the Administration and Legal Department.

Solution: Vacant posts provided for on the 2009/2010 budget must be filled as soon as possible.

- The Record Section is experiencing a critical shortage in filing space and the situation is deteriorating on a daily basis.

Solution: Procure suitable storage space as an interim measure.

- Vacancies in the section providing secretarial services to Council, EXCO, Portfolio and other Committees are forced to work under extreme pressure because positions have been vacant for more than a year.

Solution: Vacant posts provided for on the 2009/2010 budget must be filled as soon as possible.

- In spite of staff shortages, the Administrative Section rendered secretarial services for the Procurement Section to the three Bid Committees involved in supply chain management processes.

Solution: Responsible department must accept full responsibility for the SCM function.

- The recruitment process is operating under pressure which is inter alia due to new entrants in the recruitment process.

Solution: Improve skills of all involved in recruitment process through appropriate workshops/training.